

**The Department of Social Services  
Job Opportunity**

**Regional Long Term Care Ombudsman**

**Posting Date: November 17, 2006**

**Closing Date: December 1, 2006**

**PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!**

The Department of Social Services is presently accepting applications for three (3) Regional Long Term Care Ombudsman positions with the Office of The State Long Term Care Ombudsman Division. One of these positions is located in the New Haven office, one is located in the Bridgeport office and the third position is located in the Waterbury office (Position Numbers 33451, 34456 and 85980).

**Open To:** The Public and State Employees

**Position:** Regional Long Term Care Ombudsman

**Bargaining Unit:** Professional Health Care Employees (P-1)

**Workweek:** 40 Hours per Week

**Salary Range:** \$55,850.00 - \$75,704.00 Annually (HC 23)

**Locations:** 414 Chapel Street, New Haven, CT 06511  
1057 Broad Street, Bridgeport, CT 06604  
249 Thomaston Avenue, Waterbury, CT 06702

**EXAMPLE OF DUTIES:**

Provides regional advocacy services for residents of long term care facilities in accordance with policies established by agency and State Long Term Care Ombudsman; identifies, investigates and resolves complaints made by or on behalf of residents of long term care facilities; advocates on behalf of long term care residents to resolve problems; represents residents' interests before governmental agencies and legislature in consultation with State Long Term Care Ombudsman; seeks administrative, legal and other remedies to protect residents' interests; analyzes, comments on, monitors and supports public participation in development and implementation of federal, state and local laws related to long term care services; directs activities of regional volunteer resident advocate program; recruits, trains, assigns and supervises volunteer staff; speaks before groups regarding volunteer services and program goals and objectives; prepares and conducts public education programs and in-service training program for resident care staff; maintains relationships with agencies which can assist residents; supports development of resident and family councils; directs or performs collection, management and analysis of program data and information to identify trends in residents' needs and issues where broader statewide program initiatives, advocacy or management are needed; completes written evaluations of all cases; maintains records; generates reports; performs related duties as required.

**MINIMUM QUALIFICATIONS REQUIRED**

**KNOWLEDGE, SKILL AND ABILITY:**

Knowledge of the aging process; knowledge of and ability to apply relevant state and federal laws, statutes and regulations; knowledge of problems of the aged and/or disabled residing in community and long term care facilities; knowledge of community resources and agencies dealing with problems of the elderly and disabled; knowledge of training methods and techniques; knowledge of volunteer management theory; knowledge of public relations principles and practices; considerable interpersonal skills; considerable oral and written communication skills; ability to negotiate problem resolutions for clients and assist clients to speak for their own interests; ability to recruit, select, train, supervise and support volunteers and evaluate staff and volunteer performance; ability to coordinate activities of a regional program; ability to identify trends in client needs through review of program data and identify issues where broader program initiatives and advocacy are needed; ability to provide training and technical assistance; supervisory ability.

**EXPERIENCE AND TRAINING:**

**General Experience:**

Six (6) years of professional experience providing services to the elderly or persons with disabilities.

**Special Experience:**

One (1) year of the General Experience must have been in the provision of advocacy services.

**Substitution Allowed:**

- 1) College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling one-half (1/2) year of experience to a maximum of four (4) years for a Bachelor's Degree.
- 2) A Master's Degree in counseling, gerontology, nursing or social work may be substituted for one (1) additional year of the General Experience.

**SPECIAL REQUIREMENT:**

Incumbent in this class may be required to travel.

**WORKING CONDITIONS:**

Incumbents in this class may be exposed to some communicable and/or infectious diseases and disagreeable conditions while investigating complaints.

**Note:** Applications will be accepted from candidates who have taken the current Regional Long Term Care Ombudsman Examination No. 060210 and have received a passing score, or from state employees who have attained permanent status in this job class. These positions may be filled by mandatory candidates from Re-employment and SEBAC Lists to whom we are obligated to give priority consideration.

**APPLICATION PROCEDURE:** Candidates should complete a State of Connecticut Application for Examination or Employment (PLD-1). The PLD-1 Application Form may be downloaded from the State of Connecticut's Department of Administrative Services Human Resources Services Website at: [www.das.state.ct.us/exam/default.asp#APPLICATION\\_FORMS](http://www.das.state.ct.us/exam/default.asp#APPLICATION_FORMS). Please forward your completed PLD-1 to:

**Maria Taylor, Human Resources Specialist**  
**Department of Social Services**  
**25 Sigourney Street – 12<sup>th</sup> Floor**  
**Hartford, CT 06106**

**Fax: (860) 951-2979**

**APPLICATIONS MUST BE RECEIVED ON OR BEFORE DECEMBER 1, 2006, CLOSE OF BUSINESS**

**An Equal Opportunity / Affirmative Action Employer**